



Brora Ltd

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To whom it may concern,

Re: Care Residential Property Management

I have known Michael Hall and his team at Care Residential Property Management since May 2009 when he managed my apartment in central Wellington for eight months and then again in July 2013 through to October 2014.

I live in the Bay of Plenty and was a first time rental property owner when I approached Michael in 2009. I was reliant on Michael to guide me as a new landlord which he did very ably. He kept me informed at all times and I was surprised how quickly I gained confidence and trust. Michael's strengths are in his professionalism, his attention to detail and his ability to anticipate and manage any unforeseen situations such as the effects of the Wellington earthquake.

Michael's personalised approach instilled trust and I felt informed and reassured that Michael personally knew and inspected my property and was able to report after each inspection.

Michael is extremely approachable and goes the extra mile to ensure landlords are confident that their property is safe and in professional hands.

Care Residential Property Management's clear processes for managing leases and rent collection are easy to understand and I did not hesitate to contact Michael for a second time when my son moved on from Wellington and I leased the property for a second time.

Michael's management of the selection process of tenants was thorough and very skilled which resulted in long term, uncomplicated tenancies.

Perhaps the most outstanding feature of Michael's service was how he facilitated the smooth sales transition of my property. He initiated and managed the sales agent access, the maintenance and cleaning of the apartment and the tenant hand over to new owners. This whole process was managed by Michael and I did not have to go to Wellington at all.

I would not hesitate to recommend Michael and his team at Care Residential Property Management.

Sincerely

Helen Brownlie
Director
Brora Limited